

Course Outline

School:	Hospitality Tourism & Culinary
Department:	Hospitality and Tourism
Course Title:	Room Operations I
Course Code:	HOSP 201
Course Hours/Credits:	42
Prerequisites:	HOSP 111, HOTL 154
Co-requisites:	N/A
Eligible for Prior Learning, Assessment and Recognition:	Yes
Originated by:	Jennifer Mueller
Creation Date:	Winter 2020
Revision Date:	Fall 2021
Current Semester:	Fall 2024
Approved by:	

S. Michelle Caine, Associate Dean/Dean,
Hospitality Tourism & Culinary

Students are expected to review and understand all areas of the course outline.

Retain this course outline for future transfer credit applications. A fee may be charged for additional copies.

This course outline is available in alternative formats upon request.

Acknowledgement of Traditional Lands

Centennial is proud to be a part of a rich history of education in this province and in this city. We acknowledge that we are on the treaty lands and territory of the Mississaugas of the Credit First Nation and pay tribute to their legacy and the legacy of all First Peoples of Canada, as we strengthen ties with the communities we serve and build the future through learning and through our graduates. Today the traditional meeting place of Toronto is still home to many Indigenous People from across Turtle Island and we are grateful to have the opportunity to work in the communities that have grown in the treaty lands of the Mississaugas. We acknowledge that we are all treaty people and accept our responsibility to honor all our relations.

Course Description

The core of Hotel Operations is supported by those working in the Rooms Division. This course examines the roles and responsibilities of the departments within the Rooms Division, following the guest cycle. The student will learn concepts related to guest service, rates and reservations, check in, guest safety and security and accounting, focussing on best practices and industry trends. Digital Training for Opera Cloud, an internationally recognized property management system, will be completed in this course.

External Standard Information (ESI)

N/A

Program Outcomes

Successful completion of this and other courses in the program culminates in the achievement of the Vocational Learning Outcomes (program outcomes) set by the Ministry of Colleges and Universities in the Program Standard. The VLOs express the learning a student must reliably demonstrate before graduation. To ensure a meaningful learning experience and to better understand how this course and program prepare graduates for success, students are encouraged to review the Program Standard by visiting <http://www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/>. For apprenticeship-based programs, visit <https://www.skilledtradesontario.ca/about-trades/trades-information/>.

Course Learning Outcomes

The student will reliably demonstrate the ability to:

1. Classify hotels and property features and services according to service level, price and brand.
2. Identify and classify departments and positions within the organizational structure of various hotel types. Describe the role of the Rooms Division (front office, housekeeping, guest services, security) within hotel operations.
3. Identify and describe four stages of the guest cycle and the role each hotel department has during each stage.
4. Evaluate sales dimension of the reservations process and identify the process of accepting and controlling reservations.
5. Define Revenue Management and calculate various equations that are used to determine hotel performance such as Occupancy, ADR and RevPAR.
6. Discuss the logical and sequential steps when checking a guest into and out of a hotel

7. Summarize front office accounting fundamentals and describe the process of creating and maintaining front office accounts and identify the procedures related to the night audit and account settlement process.
8. Explore various security and loss prevention measures that hotels have in place to protect guests and property including access, emergency procedures and cash handling.
9. Recognize the importance of Property Management Systems and complete a computer certification exercise based on Opera Cloud Digital Learning.

Essential Employability Skills (EES)

The student will reliably demonstrate the ability to*:

3. Execute mathematical operations accurately.
6. Locate, select, organize, and document information using appropriate technology and information systems.
7. Analyze, evaluate, and apply relevant information from a variety of sources.

**There are 11 Essential Employability Skills outcomes as per the Ministry Program Standard. Of these 11 outcomes, the following will be assessed in this course.*

New Essential Skills (NES)

N/A

Global Citizenship and Equity (GC&E) Outcomes

N/A

Text and Other Instructional/Learning Materials

Online Resource(s):

www.learn.oracle.com

www.typsy.com

Material(s) Required for Completing this Course:

as Assigned

Custom Courseware:

provided through eCentennial

Evaluation Scheme

- ✧ Tests: 3 tests - 15% each
Review and application of course material through various question types and calculations.
- ✧ Hotel Research Assignment: Students will research a Hotel Property to do observation and analysis on all aspects of the operations and rate strategies
- ✧ Opera-Oracle Digital Learning: Students will complete 4 Learning Paths on the globally recognized Property Management System, Opera Cloud by Oracle.
- ✧ Typsy Online Training: Completion of four training modules: Front Office Check-in and Check-out, Front Desk Upselling, Housekeeping Fundamentals and Housekeeping Applications.
- ✧ Class contribution: Students will, throughout the semester, participate in various content-related activities.

Evaluation Name	CLO(s)	EES Outcome(s)	NES Outcome(s)	GCE Outcome(s)	Weight/100
Tests	1, 2, 3, 4, 5, 6, 7, 8, 9	3			45
Hotel Research Assignment	1, 2, 4	7			15
Opera-Oracle Digital Learning	6, 7, 9	6			15
Typsy Online Training	2, 4, 6	6			15
Class contribution	1, 2, 3, 4, 5, 6, 7, 8	3, 7			10
Total					100%

If students are unable to write a test they should immediately contact their professor or program Associate Dean for advice. In exceptional and well documented circumstances (e.g. unforeseen family problems, serious illness, or death of a close family member), students may be able to write a make-up test.

All submitted work may be reviewed for authenticity and originality utilizing College approved plagiarism prevention software. Students who do not wish to have their work submitted to College approved plagiarism prevention software must, by the end of the second week of class, communicate this in writing to the instructor and make mutually agreeable alternate arrangements.

When writing tests, students must be able to produce official Centennial College photo identification or they may be refused the right to take the test or test results will be void.

Tests or assignments conducted remotely may require the use of online proctoring technology where the student's identification is verified and their activity is monitored and/or recorded, both audibly and visually through remote access to the student's computer and web camera. Students must communicate in writing to the instructor as soon as possible and prior to the test or assignment due date if they require an alternate assessment format to explore mutually agreeable alternatives.

Student Accommodation

The Centre for Accessible Learning and Counselling Services (CALCS) (<http://centennialcollege.ca/calcs>) provides programs and services which empower students in meeting their wellness goals, accommodation and disability-related needs. Our team of professional psychotherapists, social workers, educators, and staff offer brief, solution-focused psychotherapy, accommodation planning, health and wellness education, group counselling, psycho-educational workshops, adaptive technology, and peer support. Walk in for your first intake session at one of our service locations (Ashtonbee Room L1-04, Morningside Room 190, Progress Room C1-03, The Story Arts Centre Room 285, Downsview Room 105) or contact us at calcs@centennialcollege.ca, 416-289-5000 ext. 3850 to learn more about accessing CALCS services.

Use of Dictionaries

- Any dictionary (hard copy or electronic) may be used in regular class work.
- Dictionaries may be used in tests and examinations, or in portions of tests and examinations, as long as they are non-electronic (not capable of storing information) and hard copy (reviewed by the invigilator to ensure notes are not incorporated that would affect test or examination integrity).

Program or School Policies

N/A

Course Policies

N/A

College Policies

Students should familiarize themselves with all College Policies that cover academic matters and student conduct.

All students and employees have the right to study and work in an environment that is free from discrimination and harassment and promotes respect and equity. Centennial policies ensure all incidents of harassment, discrimination, bullying and violence will be addressed and responded to accordingly.

Academic Honesty

Academic honesty is integral to the learning process and a necessary ingredient of academic integrity. Forms of academic dishonesty include cheating, plagiarism, and impersonation, among others. Breaches of academic honesty may result in a failing grade on the assignment or course, suspension, or expulsion from the college. Students are bound to the College's AC100-11 Academic Honesty and Plagiarism policy.

To learn more, please visit the Libraries information page about Academic Integrity

<https://libraryguides.centennialcollege.ca/academicintegrity> and review Centennial College's Academic Honesty Module:

https://myappform.centennialcollege.ca/centennial/articulate/Centennial_College_Academic_Integrity_Module_%202/story.html

Use of Lecture/Course Materials

Materials used in Centennial College courses are subject to Intellectual Property and Copyright protection, and as such cannot be used and posted for public dissemination without prior permission from the original creator or copyright holder (e.g., student/professor/the College/or third-party source). This includes class/lecture recordings, course materials, and third-party copyright-protected materials (such as images, book chapters and articles). Copyright protections are automatic once an original work is created, and applies whether or not a copyright statement appears on the material. Students and employees are bound by College policies, including AC100-22 Intellectual Property, and SL100-02 Student Code of Conduct, and any student or employee found to be using or posting course materials or recordings for public dissemination without permission and/or inappropriately is in breach of these policies and may be sanctioned.

For more information on these and other policies, please visit www.centennialcollege.ca/about-centennial/college-overview/college-policies.

Students enrolled in a joint or collaborative program are subject to the partner institution's academic policies.

PLAR Process

This course is eligible for Prior Learning Assessment and Recognition (PLAR). PLAR is a process by which course credit may be granted for past learning acquired through work or other life experiences. The PLAR process involves completing an assessment (portfolio, test, assignment, etc.) that reliably demonstrates achievement of the course learning outcomes. Contact the academic school to obtain information on the PLAR process and the required assessment.

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Topical Outline (subject to change):

ORIGINAL TOPICAL

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
1	Introduction and the role of the Rooms Division	as assigned.	-Review the Course learning outcomes and evaluations -Introduce yourself -Identify the key departments within the Rooms Division	Online content and learning activities.		
2	Hotel Brands, types and classifications	as assigned	-Review Hotel classifications and types - identify specific characteristics -Review Hotel Companies and associated brands -Practice classification of hotels by brand/type	Online content and learning activities.	Hotel Types Padlet (2%)	
3	Hotel Features and Services	as assigned	-Identify features, benefits and amenities that Hotels offer -Categorize features and benefits by Hotel types/classifications	Online content and learning activities.		
4	Introduction to the Guest Cycle and Property Management Systems	as assigned	-Identify the four stages of the guest cycle -Compare various departments and their roles in the guest cycle -Define Property Management System and describe its function in hotel operations	Online content and learning activities.		
5	Test 1	n/a	Test 1	eCentennial	Test 1 (15%)	
6	Pre-arrival and reservations	as assigned	-Evaluate the methods of booking hotel rooms -List the steps in taking a reservation -Describe group reservations -Define Revenue Management	Online content and learning activities.	Typsy Training due (15%)	
7	Rates	as assigned	Define and calculate key hotel metrics such as occupancy, average rate and rev par. Classify various hotel rate structures	Online content and learning activities.	Calculation Activities (2x 2%)	
8	Arrivals	as assigned	Illustrate the steps in the check in process	Online content and learning activities.		
9	Test 2	as assigned	Test 2	eCentennial	Test 2 (15%) Research Assignment due (15%)	
10	Occupancy and	as assigned	-Identify key roles that support guest services	Online content and		

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
	Loyalty Programs		-Describe the purpose of loyalty programs and benefits for members -Compare Hotel Brands' loyalty programs	learning activities.		
11	Departure, Night Audit and Accounting Transactions	as assigned	-Describe the steps necessary to check a guest out -Identify various transactions performed by the Front Desk -Review the Night Audit process	Online content and learning activities.		
12	Hotel Transaction Assignment	as assigned	-apply accounting practices to guest folios	Online activity	Lakeside Inn Assignment (4%)	
13	Security and Cash Handling	as assigned	-Explore the methods hotels use to keep guests secure -Identify ways that hotels use cash and what procedures are followed	Online content and learning activities.	Opera due (15%)	
14	Final Test	n/a	Test 3	eCentennial	Test 3 (15%)	